

A STUDY ON MAINTENANCE OF PATIENT MEDICAL RECORDS IN GOVERNMENT HOSPITALS IN CHENNAI

Sambath Kumar B.¹, Rau S.S.²

¹Research Scholar, Sathyabama University, Chennai, India

²Research Supervisor, Sathyabama University, Chennai, India

Email: ¹sam_kumar06@yahoo.co.in, ²ssrau@rediffmail.com

ABSTRACT

The records should be kept under lock and key, in the custody of the doctor concerned or may be kept in a central record room in hospitals where such facility is available as per the institution rules. The medical council of India has recommended maintaining medical records for a period of three years from the date of commencement of treatment. If any request is made for medical records from the patients then the hospital must issue the records within 72 hours. This study deals with the necessity of managing hospital records and the problems encountered in the management of health records in government hospitals in Chennai.

I. INTRODUCTION

Medical record is a permanent documentation of the history and progress of a patient's medical care. Records are used for continuity of a patient's care, verification of insurance claims, as a Legal business document to provide statistical and factual information for hospital administration.

The problems of record management can be viewed from the perspective of government hospitals and staffs. Planning for the provision of structures and facilities, adequate funding, proper formulation and review of policies. Hospital managers must understand a strong management system can have a smooth running of the enterprise.

Medical record is the principal repository of a patient's health care information. So, every health organization needs a medical records department and staffed to provide adequate information.

II. REVIEW OF LITERATURE

Records management is the application of systematic and scientific control to record information that is generated in the day-to-day activities of government general hospitals. Such control is exercised over the creation, distribution, utilization, retention storage, retrieved protection, preservation and final disposition of all types of record within Govt Hospitals (Roper and miller 1999). The role and importance of records to any organization cannot be over emphasized. Records are not only generated and received almost on a daily basis, they constitute the tonic that keeps the organization in all aspects of its

operation and existence. Information is crucial to all spheres of human endeavor (miller 2003). According to Hassan (2009) information is an indispensable tool in office work in management decision making and in management decision making and in work productivity. In a nutshell, effective organization records depends heavily on the availability of current, complete, accurate and reliable information processed and supplied on time to facilitate planning, decision making and to enhance productivity.

According to (uwaifo 2004, Akporhonor and iwihwu 2007) Generally medical records management must be guided by some level of confidentiality proper maintenance, security, preservation of the content and context.

According to remote health Atlas, one major problem to management of records in government Hospital is lack of medical records management standards and policies. Consequently, there are standard set for management, storage, access and destruction of records.

III. METHODOLOGY

The study employed the descriptive survey design. The population for the study was 50 fifty staff in the health record department in the madras medical college hospital. KMC & Stanley Medical college, The instrument used for data collection was the questionnaire. Data were analyzed using simple percentage and frequency count.

IV. OBJECTIVES OF THE STUDY

The purpose of this study is to examine the problems associated with the management of medical records in MMC in Chennai & Stanley Medical College. Specifically, the study will discover,

1. The necessity of managing hospital records.
2. The problems encountered in the management of health records in government hospitals.

V. FINDINGS AND DISCUSSION

Table 1. Response rate of Respondents

| No of Questionnaire administered | No of Questionnaire retrieved |
|----------------------------------|-------------------------------|
| 50 | 50 |

Table 2. Distribution of respondents according to Hospitals

| S.No. | Name of the Government Hospital | No. of staff | |
|-------|---------------------------------|--------------|------|
| 1. | Madras Medical College | 20 | 40% |
| 2. | Kilpauk Medical College | 15 | 30% |
| 3. | Stanley Medical College | 15 | 30% |
| | Total | 50 | 100% |

Table 5. Necessity to manage Hospital records

| S. No | It is necessary to manage public hospitals record for | SA | | A | | D | | SD | |
|-------|--|----|----|----|----|----|----|----|----|
| | | No | % | No | % | No | % | No | % |
| 1 | Current, complete & accurate information | 15 | 30 | 16 | 32 | 10 | 20 | 9 | 18 |
| 2 | It support's patient treatment & care | 20 | 40 | 25 | 50 | - | - | 5 | 10 |
| 3 | Communications between physician and other healthy workers | 14 | 28 | 16 | 32 | 10 | 20 | 10 | 20 |
| 4 | Serve as corporate memory for the hospitals | 25 | 50 | 10 | 20 | - | - | 15 | 30 |
| 5 | Research purposes | 20 | 40 | 15 | 30 | 10 | 20 | 5 | 10 |
| 6 | Legal purposes | 20 | 40 | 7 | 14 | 10 | 20 | 13 | 26 |
| 7 | Billing purpose for treatment received | 15 | 30 | 20 | 40 | 5 | 10 | 10 | 20 |

Table 5 shows the necessity to manage hospital records.

Table 6 shows that majority of the respondent's strongly agreed 38 (76%) and agreed 10 (20%) that lack of standards and policy is one of the problems of management of medical records in government

Table 3. Distribution of respondents according to sex

| S.No | Sex | No of Respondents | Percentage |
|------|--------|-------------------|------------|
| 1 | Male | 11 | 22% |
| 2 | Female | 39 | 78% |
| | Total | 50 | 100% |

Table 4. Distribution of respondents according to age

| S.No | Age | Number | Percentage |
|------|-----------|--------|------------|
| 1 | 18-25 yrs | 4 | 8% |
| 2 | 26-35 yrs | 15 | 30% |
| 3 | 36-45 yrs | 20 | 40% |
| 4 | 46 above | 11 | 22% |
| | Total | 50 | 100% |

Table 4 reveals that majority of the respondents are within the age bracket of 36-45 yrs (20%) this is followed by 26-35 years (15%). Table 1 shown the response rate. Table 2 shows the information of respondents based on hospital. Table 3 shows the respondents based on sex.

Hospitals. This is followed by inadequate fund 18 (36%) and 25 (50%) respectively. This finding is in agreement with Atlas who noted that one major problem to management of records in Government hospitals is the lack of medical record management standards and policies.

Table 6. Problems encountered in the management of Health record in Government Hospitals

| S. No | Problems of management of medical records in Government Hospitals | SA | | A | | D | | SD | |
|-------|---|----|----|----|----|----|----|----|----|
| | | No | % | No | % | No | % | No | % |
| 1 | Lack of records management standards & policy | 38 | 76 | 10 | 20 | – | – | 2 | 4 |
| 2 | Lack of records management department | 20 | 40 | 18 | 36 | 2 | 4 | 10 | 20 |
| 3 | Inadequate Funds | 18 | 36 | 25 | 50 | 3 | 6 | 4 | 8 |
| 4 | Inadequate trained personnel | 10 | 20 | 15 | 30 | 20 | 40 | 5 | 10 |
| 5 | Inadequate storage facility | 12 | 24 | 10 | 20 | 8 | 16 | 20 | 40 |
| 6 | Lack of records manual & filing systems | 10 | 20 | 20 | 40 | 15 | 30 | 5 | 10 |

VI. CONCLUSION

The study concludes that, in most health organizations, medical record is the principle repository of a patient's health care information, so every health organization needs a medical records department that is organized and staffed to provide adequate information.

VII. RECOMMENDATIONS

Based on the findings of the study, the following recommendations were made:

1. The hospital management board should ensure that there is a record management policy and standard in place to guide the record management of its patient records.
2. Hospital management Board should ensure that sufficient, trained experienced record management personnel are been employed to manage the various record departments in the Hospitals.

3. Hospital management Board should ensure that there are adequate record manuals and filing systems in the hospitals.

REFERENCES

- [1] Atlas m. (h.d) Records management includes ILM.
- [2] Hassan. M. (2009) Business management Kaduna: joyce Publishers.
- [3] Health informatics (2006) medical records management.
- [4] Stansfield.s. (2005) structuring information and incentives to improve health. Bulletin of WHO.
- [5] Tower software (2004) Best Practice in corporate record keeping.
- [6] Millar. L. (2003) The right to information, the right to records, the relationship between record keeping access to information and government accountability.
- [7] Roper. M & Millar. L. (1999) managing hospital records managing public sector hospitals. Internationsl records management trust council.
- [8] Uwaifo. S.O (2004) management use of records in delta state university.